

Virginia Information Technologies Agency



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**Information Security Incident Reporting Instructions**

**January 1, 2005**

## Method One

Submitting incidents via the secured webpage is the preferred method for agencies to utilize when reporting an incident to the Virginia Information Technologies Agency (VITA). Agencies will find the web based incident form on VITA's webpage under the Security Services section of the webpage (<http://www.vita.virginia.gov/security/incident/guidance.cfm>). This form may be filled out online and then submitted by clicking the "Submit" button at the end of the form. The form will then be transmitted to VITA Security Services. Agency Heads are responsible for submitting reports however; they may choose to delegate this reporting responsibility.



## **Method Two**

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Agencies may also utilize reporting security incidents via the telephone. When submitting a report via telephone, agencies may contact the VITA Customer Care Center (VCCC) by dialing toll free **1-866-637-8482**. An operator will take down the caller's contact information so that a member of VITA Security Services can contact them regarding the details of the incident.

### Method Three

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If an agency's ability to access the Internet is unavailable, incident reporting may be done via fax. Agencies should keep a hard copy of the incident reporting form to fill out manually and then fax to VITA Security Services. The pdf version of this form can be obtained from the VITA Security Services webpage.

Incident Reporting faxes will only be accepted at the following fax number: **(804) 371-5235**. This fax machine is in a secure location to ensure confidentiality of reports.